CEC Entertainment

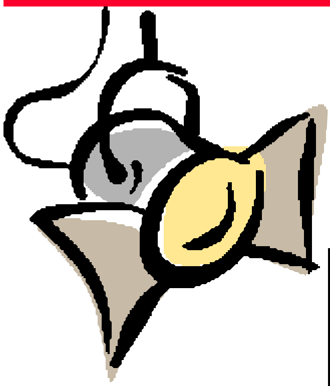
Where a Kid can be a Kid

April 7, 2006

Chuck E. FOCUS



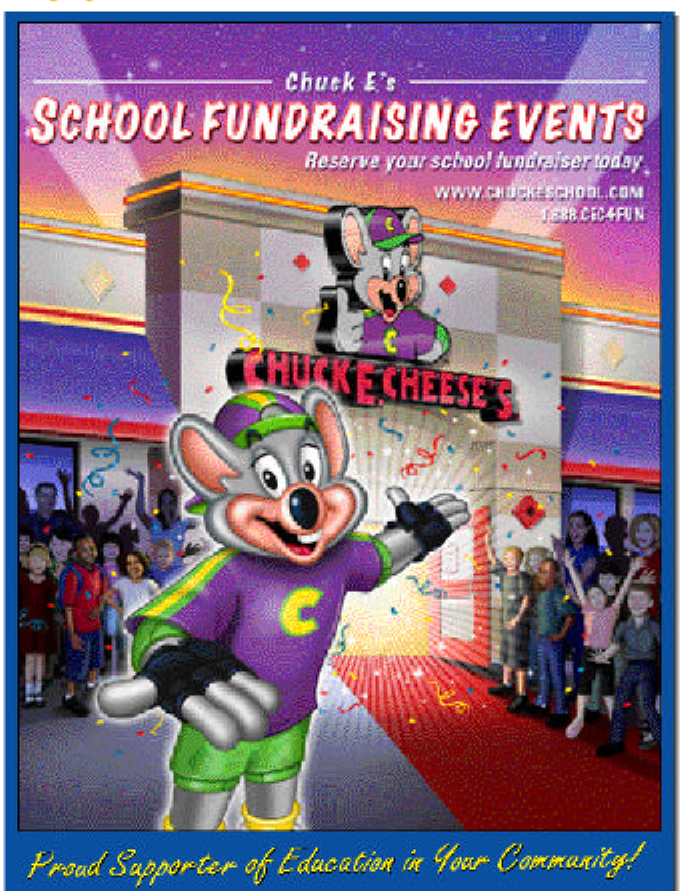
Inside this issue:



IN THE SPOTLIGHT

Thought of the week

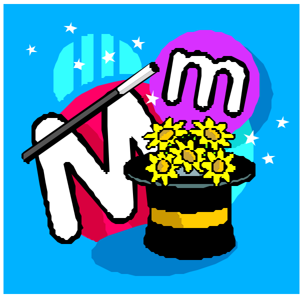
Sometime you have to escape from management land and get in touch with your people.



Spread the Word!!

NOW giving back **15%** to schools!

Fundraising Events are now **3-9pm**



Magical Hospitality Aurora, CO #710
Western Region ~ Russ Stutzman's District
Great Leadership From GM ~ Jeff Lewis

I visited the **Aurora** location on Tuesday, March 21st and took my kids there because my son who is 8 is having surgery. Everybody there was so nice. The cashier, I believe her name was **Jeanie**, was very pleasant. When the food arrived I had my baby in my arms I went up to **Angel** who was working where you get your hands stamped, to ask where I could get a high chair. He grabbed the high chair and asked where I was sitting. I told him that I could take it back, but he said "no don't worry about it". Then they had Chuck E. come out and dance with all the kids. The manager, I'm not sure of his name was leading the dance. They did "If you're happy and you know it". And at the end they threw out so many tickets! I am just thrilled that there is a place like this and such great people are working there. I have never had anybody offer to take the high chair to my table. This was the most wonderful experience I have had. You know when you leave they tell you have a "Magical Day"… I can honestly say I really did! Thanks to these two employees and their manager. I know this will be a visit my kids will never forget.

Magical Hospitality N. Edmonton, Alberta #835
Northern Region ~ Chad Travis District
Great Leadership From GM ~ Matt Russell

I visited Chuck E. Cheese in **Edmonton, Alberta** on the 16th of February with my 5 year old son. After ordering our food, due to some error our tray did not arrive. We would like to take this opportunity to thank you and your crew for the superior service and believe in the service standards that they have provided us. You should know that I never write these kinds of letters. So for me to sit down and type this means I've been very impressed. In this day and age personal service and concern for customers' needs seem to be low priorities for most businesses. I can tell from your response that you and your crew work for a classy well run company and I congratulate you. I worked in management for a restaurant and only wished we had this sense of urgency, follow – up and follow thru as you do. Despite the ever increasing shift towards a service economy, many companies still fail to see the importance of good customer service. Glad to see you guys still know what keeps customers coming back. You and your staff will grow from strength to strength. Your company has honestly created a magic moment for us by exceeding our expectations. If we had an award to give, you would be the prime candidate!



Compliments

Weekending April 2, 2006

Midwest Region:

860

Western Region:

316,353,710 & 589

Southern Region:

664,92,709,613 & 387

Northern Region:

434,488,480,463,2~476 & 470

Southwest Region:

599,2~340 & 963



WEEK 13

TOP TEN SALES VOLUME

LOCATION	VOLUME
1. BROOKLYN, NY #522	$101,669
2. BELL, CA #446	$96,045
3. BRONX, NY #523	$80,207
4. SUN VALLEY, CA #418	$78,659
5. SKOKIE, IL #456	$77,321
6. QUEENS, NY #513	$73,382
7. VENTURA, CA #453	$70,882
8. N. EDMONTON, AB #835	$70,514
9. GLENDALE, CA #634	$70,081
10. TORRANCE, CA #465	$69,801

Complaints

Weekending April 2, 2006

Midwest Region:

685,556,559,360,728,603,58,63,737 & 746

Western Region:

373,318,322,410,314,2~325,393,710,721,414, 443 & 338

Southern Region:

3~770,372,365,657,50,79,566,611,637,636 & 483

Northern Region:

690,682,510,426,436,420,524,751,526 & 845

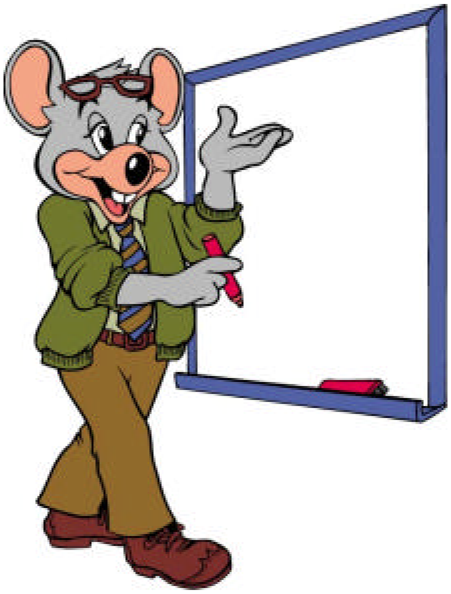
Southwest Region:

575,936,970,3~733 & 3~310

TOP TEN SALES INCREASE

LOCATION	% INCREASE
1. CLARKSVILLE, IN #340	80.0%
2. LAKELAND, FL #426	64.0%
3. ST. PETE, FL #460	49.4%
4. MUNCIE, IN #941	48.1%
5. SAN BERNARDINO, CA #415	46.2%
6. PASADENA, TX #691	37.9%
7. HOUSTON, TX #734	36.7%
8. W. ST. PAUL, MN #796	35.8%
9. CRYSTAL LAKE, IL #053	35.6%
10. BOISE, ID #959	35.6%

TELL... SHOW... DO... REVIEW...



THE STANDARD!!!



If serving a dessert pizza by itself, allow it to cool for 5 minutes before serving.

From Training

Training DVD / TVs

We have begun ordering the next shipment of new Training DVD/TVs!! For those stores included in this shipment (Midwest Region and part of the Southwest Region) you should see them showing up toward the middle of the month. You will also receive a separate package in your store mail which includes a remote control security cable, instructions for installation and new Training DVDs. Keep your old TV for back up just in case. We will begin the last shipment for the Western Region and the other half of the Southwest in 3rd quarter. Enjoy!

Displaying the 800 ticket Mohawk

Here are the standards for displaying the Mohawk.

Stores that have been following this have been selling them off the wall!

Displaying on a shelf: use a $14.99 Chuck E. showing how to wear the Mohawk. Don't worry about the plush; you will be able to sell it when you run out of Mohawks.





Dennis Foland will be closed **FRI 4/14**

If your DFI order day is on Thursday, you will need to place it on Wednesday by noon.

If you choose not to place it early it will not ship out until Monday 4/17.

Human Resources Chatter Box

To avoid claims of adverse treatment, we strongly recommend that every location accept all application at all times. Please have a procedure in place for receiving and processing applications. The law requires that every location retain applications for one year. All applications must be filled out completely and signed by the applicant. A resume or "Snag a Job" form is not a substitute for an application. Remember that the application provides information used during the interview process and information required for background checks and references. Keep in mind, information provided on the application can provide management a history or pattern of the applicant's work ethic and behavior.

Marketing Updates

Next week we will be sending out new coupon offers for guests who have signed up to receive coupons online. Below are the two offers valid at all participating company locations. These offers expire May 14, 2006. Please call POS Support if these coupon codes have not downloaded to your system.







Below are the same offers available only in Canada.

(Canadian Currency)





New Reward Calendars

NEW REWARD CALENDARS

In an effort to show support for the challenges of parenting while encouraging an added reward visit we are planning to test a new Chuck E. Cheese Reward Calendar Program. This item will be tested initially through our email database only. We will have a link from the email to a page that contains the 3 calendars shown below. Our guests can print them out at home, fill out the chart and then bring back the bottom portion of this calendar for redemption as a reward for the child's accomplishment.

Take a look: http://chuckecheese.com/html/rewards_cal.html

This coupon is for 10 Free Tokens with a Food Purchase (Code #326). The offer does expire 6/30/06 and there is a limit of 1 coupon per child per visit. This offer can be used with other coupon offers.



Tech Support Tips

CEC Entertainment

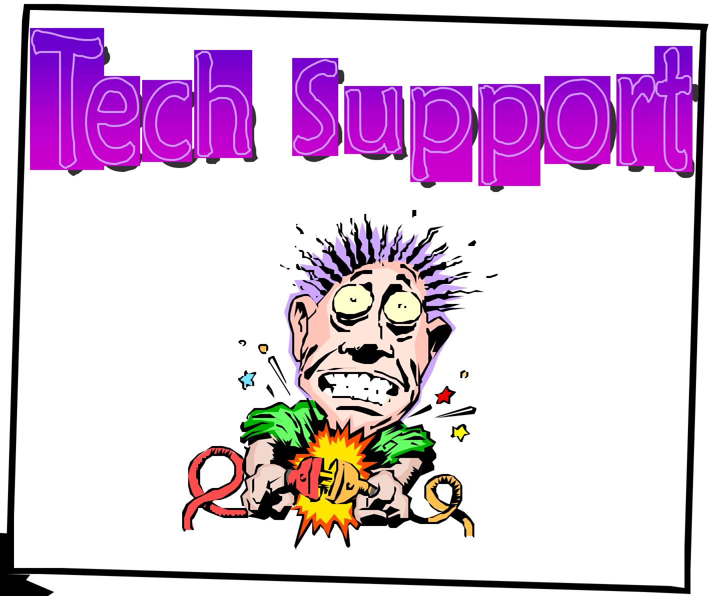
4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972-258-8507
Fax: 972-258-4215
E-mail:
www.chuckecheese.com

Where A Kid can be A Kid

bbs.cecentertainment.com

Check it out!!



I.C.E. Thrill Rider and Trivia Games

It is very important that the JVC Trivia television and the In focus projector is powered down using the remote control. This will allow the fans to cool the unit down properly and preserve the life of the projector and lamp. Please note that once the power is turned off you must wait for at least one minute before turning the units back on.

A complete manual for the X2 In Focus projector for the Thrill Rider and the JVC projection TV for the Trivia game can be found on the Tech Support web site. bbs.cecentertainment.com

Amutec CEC Photo Ride

Also new to the web site is a complete manual for the CEC Photo Ride game made by Amutec. This manual contains schematics for the Timer box and the auto cutter circuit with troubleshooting suggestions. There is also a wiring diagram with color codes for the wires going into the Timer box.

Wiring color codes

Coin Mech	-	Yellow / Black (both)
Coin counter	-	Pink (both)
Lamp1 (Munch and Helen)	-	Green
Lamp 2 (Jasper)	-	Blue
Lamp 3 (Pasq)	-	Red
Lamp 4 (CEC)	-	Yellow
Lamp 5 (Auto cutter Circuit)	-	Grey
Speaker	-	Pink/Black (both)
Sound 1 (Munch)	-	Orange
Sound 2 (Jasper)	-	Purple
Sound 3 (Pasq.)	-	Brown
Sound 4 (CEC)	-	Green/Red
Sound 5 (Helen)	-	Orange/Black

Auto Cutter Circuit

+12 volts supply to auto cutter	-	Orange /Black
Ground supply to Auto cutter	-	Black
+12 volt pulse from Timer to auto cutter relay	-	Grey
Ground return to auto cutter relay	-	White

CEC Entertainment

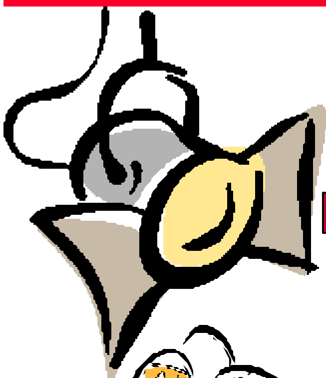
Where a Kid can be a Kid

April 14, 2006

Chuck E. FOCUS



Inside this issue:



IN THE SPOTLIGHT

Eddie Hale

Multi Tech ~ Killeen & Waco, TX

"The day I don't learn something, is a day wasted"



Make Magical Hospitality Lewisville, TX #035

Southwest Region ~ Eric Bargas District

Great Leadership From GM ~ Michael Alvarado

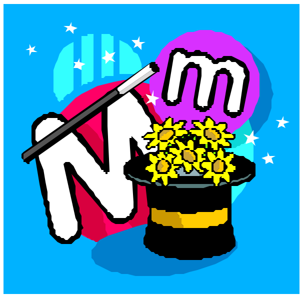




I had my son Jonathan's birthday party at the **Lewisville** Chuck E. Cheese on Saturday March 18th. Our Hostess, **Emily**, was AMAZING! She was very happy, energetic and was on top of everything we needed. She continually came up to me or my girlfriend and asked if we needed anything, but the great part was that anything we told her we needed she had already taken care of! She was talking to our guests, the children, everyone. She cut our cake for us and even though she ended up covered in icing from head to toe she laughed about it and carried the toys from the top of the cake away and washed them off for us bringing them back in a plastic bag for us to take home. She made sure to find the best way for us to get all the food we needed for our adults at the most reasonable price and not taking our order and not caring how much we spent. The party turned out amazing and my son had the best birthday a 4 year old could have because of **Emily** and the rest of the Chuck E. Cheese staff. Thank you!



MAGICAL HOSPITALITY



Magical Hospitality Ft. Wayne, IN #946
Midwest Region ~ Bill Pressel's District
Great Leadership From GM ~ Don Smith

I know that many people only take the time to write if they have a complaint. I on the other hand am taking the time to write to tell you that we love Chuck E Cheese!! Since the very first time that we stepped into one of your restaurants, I was very impressed. Your food, service, friendliness, cleanliness and overall atmosphere clearly set Chuck E. Cheese apart from its competitors. While in your restaurant last month, we received exceptional service from several of your employees that made our experience there outstanding! The food and games were great! I wish that there were more companies out there that were as great as yours! I can honestly say that we have been to a couple different restaurants with the same theme as yours and they just didn't come anywhere close to being as great as yours! I am glad to tell you that I will continue to be a loyal ongoing customer of Chuck E. Cheese for many years. At least until the kids are too embarrassed to be going there anymore with us parents! Thank you for taking the time to read my letter.

Purchasing Updates

Salad Dressing Packaging Change

In an effort to improve efficiencies and lower food costs we are changing the packaging on 5 of our salad dressing products. This new packaging was tested in approximately 40 locations for over 6 months, and was recently rolled out in parts of Texas and Southern California. We are now ready to roll this new packaging out to all stores. Therefore, within the next few weeks you will begin receiving the new product from Mclane.

The packaging is changing from 4 / 1 gallon containers to 10 / 0.5 gallon pouches (bags). Due to the packaging change the Mclane item #s have also changed. Here are the new item #s:

672808 Light Ranch

672790 Olive Oil & Vinegar

672816 Thousand Island

672824 Chunky Blue Cheese

672907 Fat Free California French

One case will include 10 / 0.5 gallon pouches. Thus, 5 gallons of product instead of 4 gallons per case. The case price is slightly higher due to the increase in product, but per gallon it is a 6% cost savings.

These new products will be delivered as the "old" 4 / 1 gallon products run out at Mclane.

If you have any questions, please contact the Purchasing Department at 972-258-5550.

Compliments

Weekending April 9, 2006

Midwest Region:

797,326,80,700 & 870

Western Region:

316,465,375,558 & 3~589

Southern Region:

56,452 & 615

Northern Region:

849,488,510,2~520 & 476

Southwest Region:

595,571,581 & 416



WEEK 14

TOP TEN SALES VOLUME

LOCATION	VOLUME
1. BELL, CA #446	$90,962
2. BRONX, NY #523	$78,523
3. KENNESAW, GA #117	$75,836
4. SUN VALLEY, CA #418	$75,359
5. GRAND RAPIDS, MI #828	$74,337
6. GREENWOOD, IN #346	$71,650
7. BROOKLYN, NY #522	$69,007
8. FT. WAYNE, IN #946	$68,939
9. GLENDALE, CA #634	$68,238
10. BUFORD, GA #616	$67,527

Complaints

Weekending April 9, 2006

Midwest Region:

606,2~348,931,331,327,685 & 836

Western Region:

465,325,421,409,865,558,711,45,405 & 333

Southern Region:

532,401,939,541,613,600,2~682,718,50,403, 372,436,719 & 780

Northern Region:

523,522,751,526,839,505,743,556,555,534 & 535

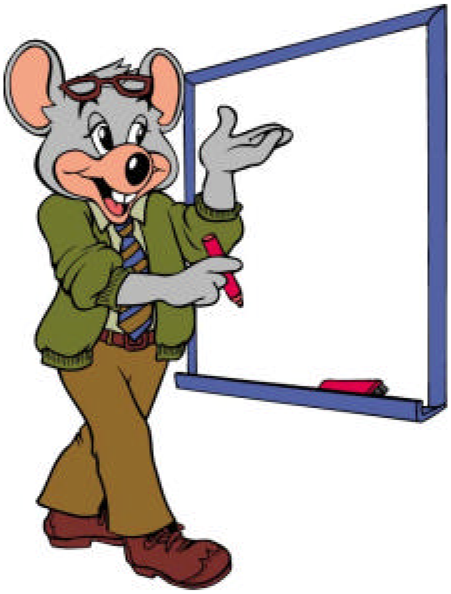
Southwest Region:

303,90,575,111,2~310 & 416

TOP TEN SALES INCREASE

LOCATION	% INCREASE
1. GREENWOOD, IN #346	97.9%
2. CARSON, CA #462	66.9%
3. INDIANAPOLIS, IN #714	64.9%
4. LAFAYETTE, IN #606	59.7%
5. SOUTHGATE, MI #713	55.0%
6. CINCINNATI, OH #561	53.8%
7. N. TOLEDO, OH #556	50.1%
8. SPRINGFIELD, OH #359	47.1%
9. ANN ARBOR, MI #334	44.7%
10. ARVADA, CO #717	43.2%

TELL... SHOW... DO... REVIEW...



THE STANDARD!!!

BBQ Chicken	Full	Half
BBQ Sauce	5	2 1/2
Cheese	8 1/2	
Red Onions	4 1/2	2 1/4
Chicken		
Green Peppers		
Extra Cheese For Any Pizza Always On Last	5	2 1/2

When a guest orders a half BBQ Chicken pizza, the BBQ Chicken half is prepared with BBQ sauce and the opposite half is prepared with pizza sauce.

From The Merchandise Department

Slow moving High End

Do you have High End that has been around for years?

For example: “Cobra Game Pack” or “Spin Disc Warriors”

Let’s get rid of it!

Mark it down and move it down.

Lowering the price and moving it to eye level will help you sell it.

There are so many awesome new prizes for your wall!

Marketing Coupon Promo

APRIL 30, 2006 COUPON PROMOTION

All stores will be participating in an FSI coupon promotion on April 30. Coupons will expire on June 17, 2006. Below is a detailed list of coupon offers by market.

We do have incorrect codes that are listed on two coupons. The Buy 50 get 50 free tokens without food purchase have coupon code #323 and it should actually be #324.

The Buy 50 get 50 free tokens with a food purchase have coupon ode #175 and they should be #176. Please let your cashiers know to help them in ringing up the coupons correctl

This problem will be corrected on the May 21 FSI drop. Sorry for the confusion.

SUPER FUN FAMILY PACK	**BUY 50 TOKENS**	**$9.99 LARGE PIZZA**	**BIG BLAST PACK**	
- 1 large pizza with one or two	**GET 50 TOKENS FREE**		- 1 large pizza with one or two	
toppings or Super Combo		Buy any Large Pizza	toppings or Super Combo	
- 4 regular size soft drinks	Get a total of 100 tokens	with 1 topping	- 4 regular size soft drinks	
- 30 tokens		for only $9.99	- 100 tokens	
ONLY $19.99 WITH COUPON	Can be used with other offers		ONLY $29.99 WITH COUPON	
MARKETS:			WICHITA FALLS	
ABILENE	COLUMBIA, MO	INDIANAPOLIS	PALM SPRINGS	
ALBANY, GA	COLUMBIA, SC	JACKSON, TN	PHOENIX	
ATLANTA	COLUMBUS, GA	KANSAS CITY	PITTSBURGH	
AUGUSTA	CORPUS CHRISTI	LITTLE ROCK	PORTLAND, OR	
AUSTIN	DALLAS/FT. WORTH	LOS ANGELES	RALEIGH/DURHAM	
BATON ROUGE	DENVER	MEMPHIS	SAN ANTONIO	
BILOXI/GULFPORT	DETROIT	MIAMI	SAN DIEGO	
BIRMINGHAM	FLINT/SAGINAW	MILWAUKEE	SAVANNAH	
BOWLING GREEN	FORT SMITH	MINNEAPOLIS	SHERMAN	
CEDAR RAPIDS	GRAND JUNCTION	MOBILE/PENSACOLA	SHREVEPORT/TEXARKANA	
CHARLESTON, WV	GRAND RAPIDS	NASHVILLE	TAMPA/ST. PETE	
CHICAGO	GREENVILLE, SC	NEW ORLEANS	TULSA	
CLEVELAND	HOUSTON	OKLAHOMA CITY	TYLER/LONGVIEW	
COLORADO SPRINGS	HUNTSVILLE	ORLANDO	WEST PALM	
SUPER FUN FAMILY PACK	**BUY 50 TOKENS**	**FUN TIME PACK**	**BIG BLAST PACK**	
- 1 large pizza with one or two	**GET 50 TOKENS FREE**	- 1 large pizza with one or two	- 1 large pizza with one or two	
toppings or Super Combo		toppings or Super Combo	toppings or Super Combo	
- 4 regular size soft drinks	Get a total of 100 tokens	- 4 regular size soft drinks	- 4 regular size soft drinks	
- 30 tokens		- 50 tokens	- 100 tokens	
ONLY $20.99 WITH COUPON	Can be used with other offers	ONLY $23.99 WITH COUPON	ONLY $29.99 WITH COUPON	
MARKETS:				
ALEXANDRIA	GREEN BAY	MACON	SALISBURY, MD	
AMARILLO	HATTISBURG	MCALLEN/BROWNSVILLE	SAN FRANCISCO	
ANCHORAGE	LA CROSSE	MONTGOMERY	SANTA BARBARA/SANTA MARIA	
BAKERSFIELD	LAFAYETTE	NEW YORK	SEATTLE	
BALTIMORE	LAKE CHARLES	NORFOLK/VA BEACH	SPRINGFIELD, IL	
CINCY	LANSING	OLYMPIA	TOLEDO	
DAVENPORT, IA	LEXINGTON, KY	OMAHA	VICTORIA	
DOTHAN	LINCOLN	ROCKFORD, IL	WASHINGTON DC	
EL PASO	LUBBOCK	SALINAS/MONTEREY	WACO	
SUPER FUN FAMILY PACK	**BUY 50 TOKENS**	**FUN TIME PACK**	**BIG BLAST PACK**	
- 1 large pizza with one or two	**GET 50 TOKENS FREE**	- 1 large pizza with one or two	- 1 large pizza with one or two	
toppings or Super Combo		toppings or Super Combo	toppings or Super Combo	
- 4 regular size soft drinks	Get a total of 100 tokens	- 4 regular size soft drinks	- 4 regular size soft drinks	
- 30 tokens		- 50 tokens	- 100 tokens	
ONLY $21.99 WITH COUPON	Can be used with other offers	ONLY $24.99 WITH COUPON	ONLY $30.99 WITH COUPON	
MARKETS:	COLUMBUS, OH	JOHNSTOWN/ALTOONA	ROCHESTER	
ALBANY, NY	FRESNO/VISALIA	LOUISVILLE	SACRAMENTO	
ALBUQUERQUE	GREENVILLE/NC (JACKSONVILLE)	PHILADELPHIA	SPRINGFIELD, MA	
BINGHAMPTON	HARRISBURG, PA	PORTLAND, ME	ST. LOUIS	
BOSTON	HARTFORD	PROVIDENCE	SYRACUSE, NY	
CHARLOTTE, NC	JACKSONVILLE, FL	RICHMOND	TOPEKA, KS	
SUPER FUN FAMILY PACK	**BUY 50 TOKENS**	**$9.99 LARGE PIZZA**	**BIG BLAST PACK**	
- 1 large pizza with one or two	**GET 50 TOKENS FREE**		- 1 large pizza with one or two	
toppings or Super Combo	w/ any food purchase	Buy any Large Pizza	toppings or Super Combo	
- 4 regular size soft drinks	Get a total of 100 tokens	with 1 topping	- 4 regular size soft drinks	
- 30 tokens		for only $9.99	- 100 tokens	
ONLY $19.99 WITH COUPON	Can be used with other offers		ONLY $29.99 WITH COUPON	
""PLEASE NOTE THAT THIS "BUY 50 GET 50" COUPON MUST BE USED WITH A FOOD PURCHASE""				
MARKETS:	CHATTANOOGA, TN	JOPLIN	SIOUX FALLS	
BEAUMONT	DAYTON/SPRINGFIELD	KNOXVILLE	SOUTH BEND	
BOISE, ID	DES MOINES, IA	PEORIA	SPRINGFIELD, MO	
BUFFALO	EVANSVILLE	RAPID CITY	TRI-CITIES/JOHNSON CITY	**SUPER BUFFET SAVER**
CHARLESTON, SC	FT. WAYNE	SIOUX CITY	WICHITA, KS	Get 5 free tokens
SUPER FUN FAMILY PACK	**BUY 50 TOKENS**	**FUN TIME PACK**	**BIG BLAST PACK**	with each
- 1 large pizza with one or two	**GET 50 TOKENS FREE**	- 1 large pizza with one or two	- 1 large pizza with one or two	buffet purchase
toppings or Super Combo	w/ any food purchase	toppings or Super Combo	toppings or Super Combo	
- 4 regular size soft drinks	Get a total of 100 tokens	- 4 regular size soft drinks	- 4 regular size soft drinks	**MARKETS: MIDLAND, TX**
- 30 tokens		- 50 tokens	- 100 tokens	
ONLY $19.99 WITH COUPON	Can be used with other offers	ONLY $23.99 WITH COUPON	ONLY $29.99 WITH COUPON	
""PLEASE NOTE THAT THIS "BUY 50 GET 50" COUPON MUST BE USED WITH A FOOD PURCHASE""				
MARKETS:	MADISON	VEGAS		
ERIE	RENO	WILKES BARRE/SCRANTON		
GREENSBORO/WINSTON SALEM	ROANOKE, VA	YOUNGSTOWN		

Call the POS department at 972/258-5451 if you have any questions about your registers. If you have any questions after hours, call 817/870-0744.

Please call Piper Ranne at 972/258-5489 if you have any questions about the coupon promotion.

Human Resources Corner

Ever run out of a product during a shift? Absolutely. Who do you send to get the product? Unfortunately, a large number of managers are asking (and in some cases telling) hourly Cast Members to go to other locations for products. This is not acceptable.

Errands for the locations should be done by management employees only. It is not within the scope of the Cast Member's job description to leave the location for any reason during their work shift……only management.

Remember, anything that happens to a Cast Member while on shift, including auto accidents, creates a liability issue for you, your location, and CEC.





Tech Support Tips

CEC Entertainment

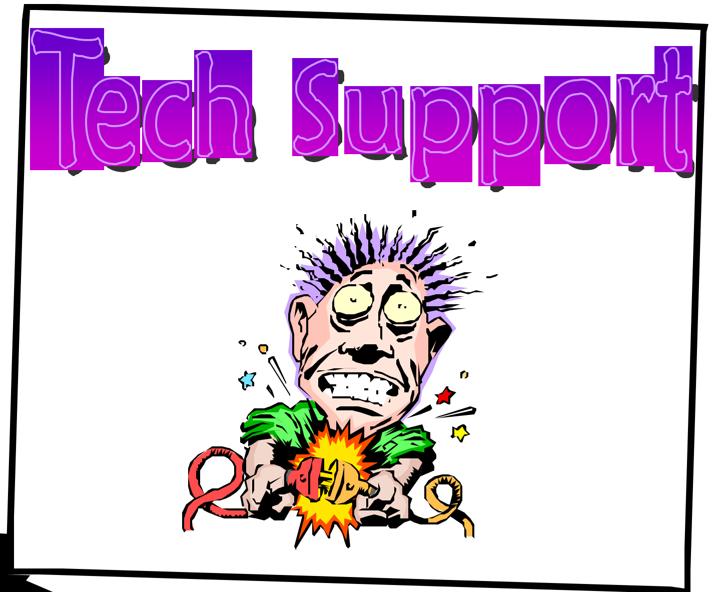
4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972-258-8507
Fax: 972-258-4215
E-mail:
www.chuckecheese.com

Where A Kid can be A Kid

bbs.cecentertainment.com

Check it out!!





The SPT Technical Support Department now repairs the Studio C Interactive Computers. If you need to have yours repaired please call us at 785 862 6002.

Amutec Photo Ride Lamps

If the lights for the ride are all off and then after you coin up the ride the lights all work again. The problem is that the coin switch wires are wired from Common to Normally Closed terminal instead of Normally Open to Common terminals. Once you wire the coin switch correctly the ride lighting circuits should work correctly. To prevent this from happening again in the future it would be a good idea to break off the Normally Closed terminal of the coin switch so that it could not be used again.

Amutec Photo Ride Auto-Cutter

For the auto cutter circuit there is a fuse that protects the auto-cutter motor. There has been some confusion as to the size of the fuse. To properly protect the motor from failing prematurely the correct value should be a 500m (1/2) amp GMA fast blow fuse. Replacement fuses are available from the SPT Parts Department, part # APR-0228 and cost only .21 cents. Having the correct fuse in the auto cutter circuit will help preserve the life of your auto cutter motor. If you have any questions please call the SPT Technical Support Department at 785 862 6002. Remember to visit the Technical Support web site for troubleshooting the auto cutter circuit.

Available now through the SPT Parts Department are replacement carne motors for the Total Eclipse game made by Bob's Space Racers. The motor cost only $123.64 and the part # is GTE-0003. Should you need one please call the SPT Parts Department at 785 862 6005.

CEC Entertainment

Where a Kid can be a Kid

April 21, 2006

Chuck E. FOCUS



Inside this issue:

IN THE SPOTLIGHT



thought of the week...

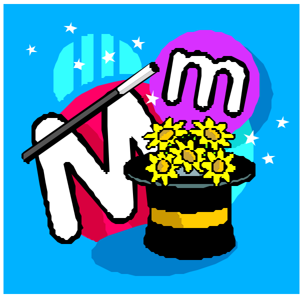
Gratitude is the magic ingredient in the recipe for a fulfilling life.

Make Magical Hospitality Waldorf, MD #092
Southern Region ~ Jamie Brewster's District
Great Leadership From GM ~ Rob Klarman



Our school, Grace Brethren Christian School, had a fund raising event in **Waldorf, MD** last evening and it was delightful! My children had a wonderful time, as it seemed everyone was. Near the end of the evening, two of my younger children lost tokens in the skeeball game. Now, earlier in the evening I would've just given them another token and distracted them, but this was important in their little worlds because it was their last token. So, I sought out an employee and found **Aubrey**. It was late and this young man had to be tired and frazzled after our crowd, but he was kind and gracious and cheerfully helped my little ones get their game going. I appreciated that so much! Our wonderful evening could've ended on a sour note, but it didn't thanks to great customer service. Again, we had a great time and hope to go back soon. Also, we love the new 1 token for everything policy...it makes it a much more pleasant time for mommy!





Magical Hospitality Las Vegas, NV #315

Western Region ~ Louis Deignan's District

Great Leadership From GM ~ Kimberly Wright

I have to tell you that I had such a great time at your location a week ago. My daughter has cancer and before she was getting admitted to the hospital for a week we asked her where she would like to go of course her response was Chuck E. Cheese. So we went Monday afternoon and you had two great managers there **Kim and Maggie**. I told Kim about what was going on because I was lonely and needed someone to share this with not only did she listen but then 15 min later **Kim , Maggie** and friends came out with Chuck E. himself. They sang and danced for her, threw a bunch of tickets and they even gave me a camera to take pictures of her with Chuck E. since I did not have one. I did let them know that I was going to contact you but like I said I was in the hospital with my daughter who is out and doing ok in fact begging when can we go to Chuck E. again and I told here we would real soon. So thanks to everyone in that Chuck E. Cheese for making that experience, as you put it "magical". Hey it was almost as good as Disneyworld (ha ha) thanks again!

From Your Workers' Compensation Department

Timely Reporting of Work Related Incidents / injuries

Recently we noticed that there has been an increased number of late reported injuries. In such cases we are advised of an injury ONLY WHEN we receive an unpaid bill or even a collection letter for an injured employee. Whether it's due to an employee not notifying the manager, or a manager forgetting to call in the claim to Xpresslink, the extended lag time adds unnecessary cost to the claim. The more time elapses between the date of incident and when it's reported, the harder it is to collect accurate information, identify root cause and determine effective solutions.

The employer loses the opportunity to direct employee to proper, occupational medical treatment as well as loses control over the claim. Prompt and accurate reporting of work-related injuries is a necessary component of effective accident prevention program.

Managers, report the incident/injury as soon as you know about it. Don't leave the store without calling Xpresslink! That way you won't get into the danger of late reporting or not reporting it at all.

If an employee doesn't have the necessary guidance in case of a work related injury, he/she is most likely to treat with the personal physician, lose unnecessary time and hinder the adjustor from managing the claim properly and in a timely manner.

As per our policy

1) An employee should report any incident or accident IMMEDIATELY to the supervisor, latest by the shift end.

2) In return, the supervisor should IMMEDIATELY, or latest by the shift end, call Xpresslink @ 1-877-232-2524 to report the incident/injury.

Compliments

Weekending April 16, 2006

Midwest Region:

82

Western Region:

42,440,315,375,409 & 865



Southern Region:

401,532,637,616,729,682,460,720 & 430

Northern Region:

459,488,470,481,554 & 628

Southwest Region:

580

WEEK 15

TOP TEN SALES VOLUME

LOCATION	VOLUME
1. BELL, CA #446	$94,709
2. BRONX, NY #523	$90,520
3. BROOKLYN, NY #522	$88,852
4. ARDEN WAY, CA #410	$85,977
5. KENDALL, FL #438	$79,165
6. SUN VALLEY, CA #418	$79,051
7. GLENDALE, CA #634	$77,325
8. VENTURA, CA #453	$73,955
9. SAN BRUNO, CA #444	$73,829
10. NATIONAL CITY, CA #439	$73,688

Complaints

Weekending April 16, 2006

Midwest Region:

606,841,960,475,2~844,845 & 67

Western Region:

399,410,633,453,315,2~443 & 441

Southern Region:

532,652,117,365,55,613,434,79,502,330,780 & 720

Northern Region:

2~542,472,625,3~481,516,839,494,527 & 535

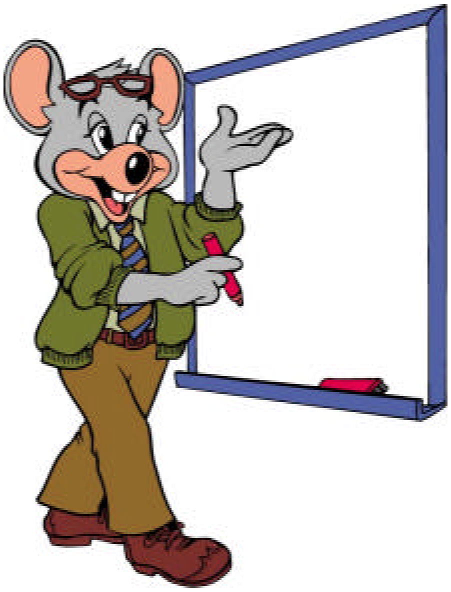
Southwest Region:

90,854,943,454,962,416,572 & 566

TOP TEN SALES INCREASE

LOCATION	% INCREASE
1. POUGHKEEPSIE, NY #505	91.7%
2. THOUSAND OAKS, CA #320	75.1%
3. KENDALL, FL #438	74.3%
4. N. MIAMI, FL #435	72.9%
5. REDWOOD CITY, CA #108	71.7%
6. GAITHERSBURG, MD #401	67.8%
7. ARDEN WAY, CA #410	67.2%
8. ROOSEVELT, PA #437	62.9%
9. SILVER SPRINGS, MD #402	57.0%
10. SUNRISE, FL #434	52.4%

TELL... SHOW... DO... REVIEW... THE STANDARD!!!





<u>Never store celery in plain ice!</u>

This will cause the celery to burn.

Always store the celery in <u>ice & water</u>. When the celery absorbs the frigid water it will stay crisper and fresher longer.

From The Merchandise Department

2000 Tootsie Roll Pillow Standard

The Tootsie Roll Pillow is back and is the NOW the standard for 2000.



Human Resources Corner

In preparation for summertime, we recommend that you take the time now to review state guidelines, check your personnel files, ensure I-9 documentation is completed properly, and establish procedures to guarantee breaks and / or meal periods are being given. Failure to meet all federal and state requirements could result in penalties being charged to your store. Remember it is your responsibility to ensure your store is in full compliance with all applicable requirements.

Current state guidelines must be posted on your HR board, if you do not have them contact PJ Grisham at extension 5433.





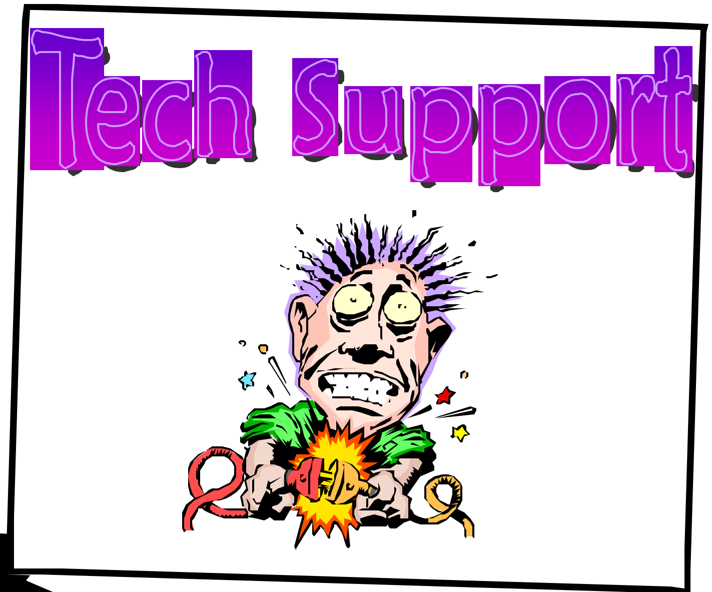
Tech Support Tips

CEC Entertainment

4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972-258-8507
Fax: 972-258-4215
E-mail:
www.chuckecheese.com

Where A Kid can be A Kid



bbs.cecentertainment.com

Check it out!!

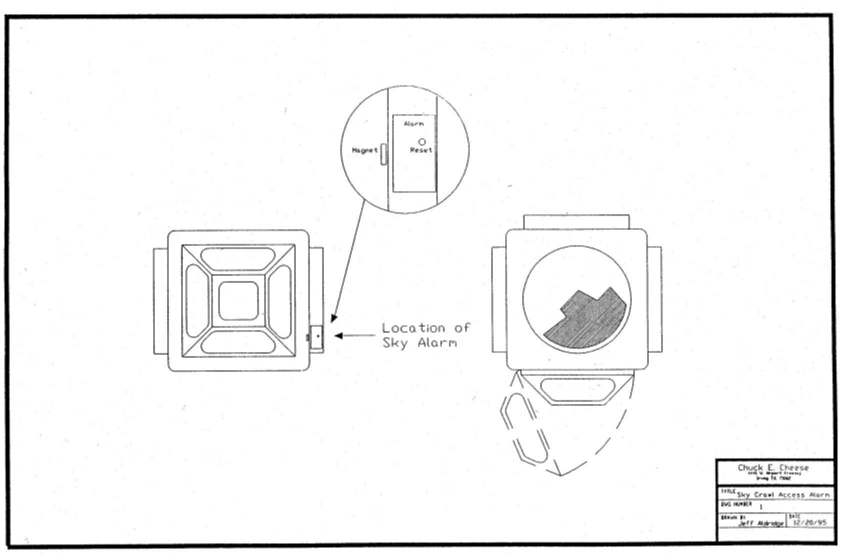
Auxiliary Access Doors for the Soft Play Sky Tubes

It's very important to check the Auxiliary Access doors daily, or after each use, to make sure they are securely closed and the safety pin is installed.

The doors should only be opened to test the audible alarm attached to each door and for emergency use only.

The Auxiliary Access Door is not to be opened or used for routine maintenance or cleaning.

Should you have any questions, please contact your Regional Technicians or SPT Technical Support department at 785 862 6002.



CEC Entertainment

Where a Kid can be a Kid

April 28, 2006

Chuck E. FOCUS



Inside this issue:

IN THE SPOTLIGHT



thought of the week...

People support what they help create…

Involve Them!!

Make Magical Hospitality Burlington, MA #488

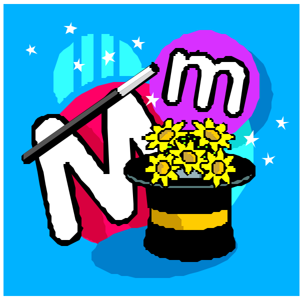
Northern Region ~ John Connolly's District

Great Leadership From GM ~ Ronald Romano

I would just like to say that I have had a lot of my children's birthday parties at Chuck E. Cheese and there was always a woman there by the name of **Cheryl Silva**. I constantly requested her, she was great! Then her children started working there and she was no longer available. I still request her but she is on a leave for medical reasons so I had one of her daughters, **Andrea Silva** handle my party. I must say, it was a great experience as well. Andrea did a wonderful job! She made my child feel so special. She went above and beyond what she was supposed to do. I will continue to have my parties at Chuck E Cheese and will always request one of the Silva Girls or their mom. I would like **Andrea** to be acknowledged for the wonderful service she provided us. Now my child wants to go back just to visit **Andrea**!



MAGICAL HOSPITALITY



Magical Hospitality Southbend, IN #931

Midwest Region ~ Arshad Khan's District

Great Leadership From GM ~ Tammy Miller

On Thursday the 18th I took my son to your **Mishawaka, IN** Chuck E. Cheese location. Going to Chuck E. Cheese's is his favorite outing, everything is always great! It's clean; the staff is friendly and its lots of fun for the kids. However, on this particular visit things were exceptional. We arrived early and my son was the only child there, he played and we ate. He was having fun then **Jessica** came out (I am not sure if **Jessica** was the manager or a staff member) **Jessica** talked with my son Ethan and told him Chuck E. was coming out to play games with him and asked if he would like that, she made a really big deal of it saying "He is coming out just for you". My son was so excited, for a 3 year old this is big stuff… Chuck E. came out and Jessica brought tokens so they could play…it really made the day...Chuck E. and Ethan "marched" around giving high 5's! I would just like to send a special thank you to Jessica and Chuck E. for making Ethan's day so special, we were the only people in there at the time and they didn't have to do that for us. That was really going the extra mile for good customer service. Also there was a young man in there that was fixing the car machine that takes the pictures; he was also friendly and very helpful.....good job to everyone!! We will continue to visit and send our friends.

Human Resources

Human Resources Corner

Just a reminder:

It is not acceptable to bring your children to the location when you are working. **Ever**. If you are working a scheduled shift, whether you are a Manager or Cast Member, not only does CEC policy prohibit your children from being at work with you, but Federal Law also prohibits this. If something were to happen to them while at our facility, they would not be covered under any policy and present a tremendous liability/exposure to the Company.

Please remember, under no circumstances should your children be at the location with you while you are working.



Compliments

Weekending April 23, 2006

Midwest Region:

686,931,2~603 & 80

Western Region:

357,441,443 & 300

Southern Region:

385,966,483,602,690,403,964,372 & 720

Northern Region:

2~488,498,487,746 & 555

Southwest Region:

570,31 & 599



Complaints

Weekending April 23, 2006

Midwest Region:

606,841,960,475,2~844,845 & 67

Western Region:

631,42,315,558,717,115 & 338

Southern Region:

532,652,117,365,55,613,434,79,502,330,780 & 720

Northern Region:

501,489,651,500,839,527,628,536 & 763

Southwest Region:

795,323,80 & 2~833

WEEK 16

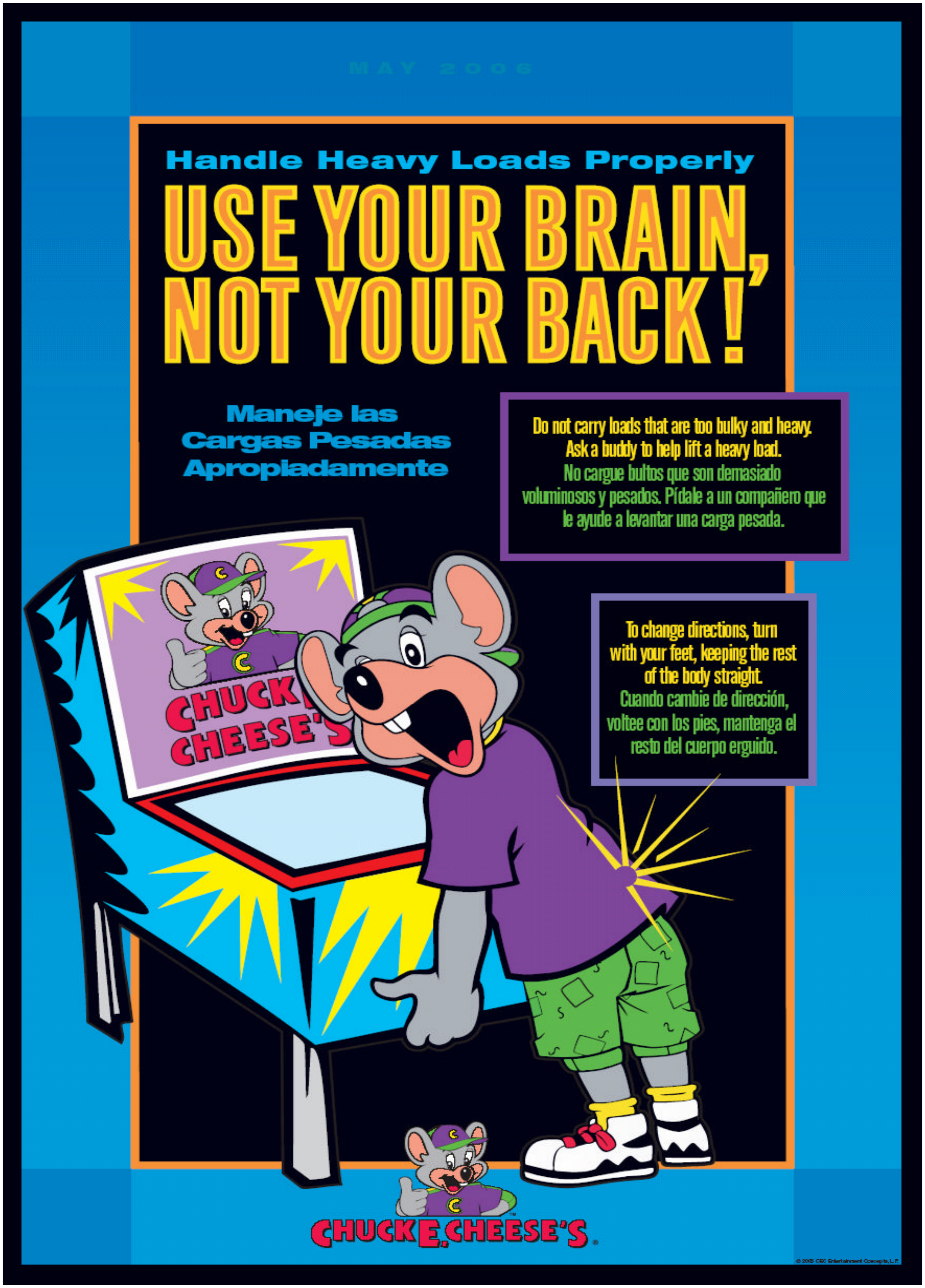
TOP TEN SALES VOLUME

LOCATION	VOLUME
1. BROOKLYN, NY #522	$116,131
2. BRONX, NY #523	$106,167
3. QUEENS, NY #513	$92,847
4. BELL, CA #446	$82,333
5. BROOKFIELD, WI #841	$78,842
6. SUN VALLEY, CA #418	$75,608
7. HEMPSTEAD, NY #527	$70,137
8. CERRITOS, CA #362	$68,446
9. GARDEN GROVE, CA #422	$67,213
10. VENTURA, CA #453	$65,858

TOP TEN SALES INCREASE

LOCATION	% INCREASE
1. RICHARDSON, TX #594	206.6%
2. BATON ROUGE, LA #609	109.0%
3. FREDERICKSBURG, VA #545	81.8%
4. HEMPSTEAD, NY #527	74.5%
5. ROANOKE, VA #972	74.0%
6. BROOKLYN, NY #522	71.8%
7. LAFAYETTE, LA #715	70.9%
8. ROCKY MOUNTAIN, NC #387	69.5%
9. BRONX, NY #523	64.6%
10. HOUMA, LA #706	60.5%

Make Sure You Have Your Safety Poster ~ Posted!



MAY 2006



Handle Heavy Loads Properly

USE YOUR BRAIN, NOT YOUR BACK!

Maneje Las Cargas Pesadas Apropiadamente

BACKGROUND INFORMATION

Lifting is a commonplace activity. Almost every Cast Member does some lifting and carrying everyday. Consequently, back injuries could result due to improper lifting techniques.

INFORMACIÓN PREVIA

El levantamiento de objetos pesados es una actividad de todos los días. Casi todos los empleados realizan diariamente tareas que implican levantar y trasladar objetos pesados. El empleo de técnicas incorrectas para levantar pesos puede provocar lesiones en la espalda.

DISCUSSION POINTS

Instruct your Cast Members on how to lift properly using the following guideline:

Plan the Lift

- ❑ Check the path through which the load will be carried to be sure it's free of obstructions or spills.

Check the Load

- ❑ Determine its weight and see if it has sharp edges.
- ❑ Decide how to hold the load.
- ❑ Get help if there is any doubt about moving the load.

Get a Good Grip

- ❑ Look for handholds that can be gripped with your whole hand.

Lifting

- ❑ Plant feet 8-12 inches apart with one foot slightly in front.
- ❑ Bend knees. Keep your back straight.
- ❑ Lift with legs - not your back.
- ❑ Keep the load close to the body.
- ❑ Don't twist the body. Lift, carry and set down the load with a straight back.

Carrying

- ❑ Don't block your vision by carrying too large a load.

Unloading

- ❑ Bend knees when setting down the load.
- ❑ Be careful with fingers and toes.

TEMAS DE DEBATE

Capacite a sus empleados para que sepan cómo levantar objetos pesados adecuadamente utilizando las siguientes pautas:

Prevea el proceso de levantamiento

- ❑ Examine el camino que recorrerá trasladando la carga para asegurarse de que esté libre de obstáculos o derrames.

Controle la carga

- ❑ Determine el peso y vea si tiene bordes afilados.
- ❑ Decida cómo sostendrá la carga.
- ❑ Pida ayuda si tiene dudas sobre cómo mover la carga.

Consiga una buena sujeción

- ❑ Busque un lugar de donde asir la carga con toda la mano.

Levantamiento

- ❑ Párese firmemente con sus pies separados de 8 a 12 pulgadas y uno de ellos levemente hacia delante.
- ❑ Doble sus rodillas. Mantenga la espalda derecha.
- ❑ Haga la fuerza con sus piernas no con la espalda.
- ❑ Mantenga la carga cerca de su cuerpo.
- ❑ No retuerza el cuerpo. Levante, traslade y baje la carga manteniendo la espalda derecha.

Traslado

- ❑ No obstruya su visión llevando cargas demasiado voluminosas.

Descarga

- ❑ Doble sus rodillas al bajar la carga.
- ❑ Tenga cuidado con los dedos de las manos y los pies.

CHUCK E. CHEESE'S

Tech Support Tips

CEC Entertainment

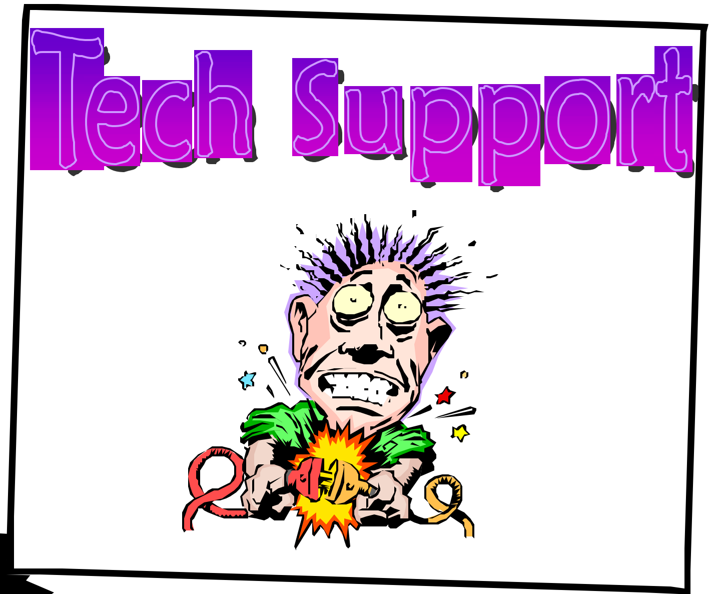
4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972-258-8507
Fax: 972-258-4215
E-mail:
www.chuckecheese.com

Where A Kid can be A Kid

bbs.cecentertainment.com

Check it out!!



Coastal Amusements Choo Choo...

On the Tran-30 board, the PA26 linear amplifier used in positions U5 and U6 have become obsolete.

The PA60 linear amplifier can be used as a replacement. When installing the PA60 replacement linear amplifier you will be required to change 2 resisters on the Tran-30 board. It is also recommended to use sockets when you replace these items so that should they fail again they will be much easier to replace.

The resisters to change are R17 to a 47K resister and R3 to a 100K resister.

The change is only required should the original PA26 component become inoperative and replaced with a PA60.

It is also very important that if the Train derails and blows the track fuse to use only 2 AMP fast blow fuses. This will keep the power supply circuit for the track from failing prematurely.

It is also recommended to examine the track once a week to be sure the track is secured to the play field and that all rails are even or parallel between each track. The tracks should also be cleaned once a week with denatured alcohol. Doing this will help prevent the Train parts that make contact to the rails from wearing faster then they should.

A new Coastal folder has been added to the SPT Technical Support web site that will have technical up-dates and manuals for this game and other Coastal Amusement games. A digital photo of the under side wiring for the track will also be included along with all futures technical updates from Coastal Amusements as they become available.

Please call Coastal Amusements Technical Support at 732-905-6662 should you have any questions.

CHUCK E. FOCUS - APRIL 2006 ISSUES

(FOUR ISSUES - 4/7/06, 4/14/06, 4/21/06, 4/28/06)

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Archived: 5-29-12
Submission by Steve
Version 1.0